



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James Art Unit: 2642  
Serial No.: 09/584,306  
Filed: May 31, 2000  
For: SYSTEM AND METHOD OF CHANGING ENTITY  
CONFIGURATION INFORMATION WHILE  
AUTOMATICALLY MONITORING AND DISPLAYING SUCH  
INFORMATION IN A CALL CENTER  
Attorney  
Docket No.: 77526

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In conjunction with the Request for Continued Examination filed herewith, please amend the above-identified application as follows: